

WESTERN REGIONS CONFERENCE

SHOWCASE

World. Class. Talent.

Tenant E-Communication Handbook “TECH”

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What is TECH?

- Tenant E-Communication Handbook
- COTS product developed by Red Hand, LLC
 - Commercial off the shelf
 - Includes electronic handbook plus interactive modules
- Web-based
- Customized for each building
- Interactive management tools
- Optimized communication conduit



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Presenters



Audience

Our Role

- Update on Tenant E-Communication Handbook (TECH)
- Demonstration of TECH prototype

Your Role

- Opportunities?
- Challenges?
- Additional enhancements?

GSA's Performance Priorities

- “It is now argued that frankly, being good at one of these three isn’t quite enough. A great organization must be all three: Innovative. Intimate with customers. Operationally excellent.”

~Martha Johnson, GSA Administrator



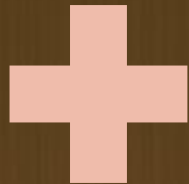
SMART Buildings



SHOWCASE

Why TECH?

GSA
Priorities



TECH



Perfect
Customer
Experience



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How TECH Achieves GSA's Priorities



Customer Intimacy

- Instantaneous communication
- Allows the property manager to communicate with all tenants in the building
- Increased time for building strategic partnerships



Operational Excellence

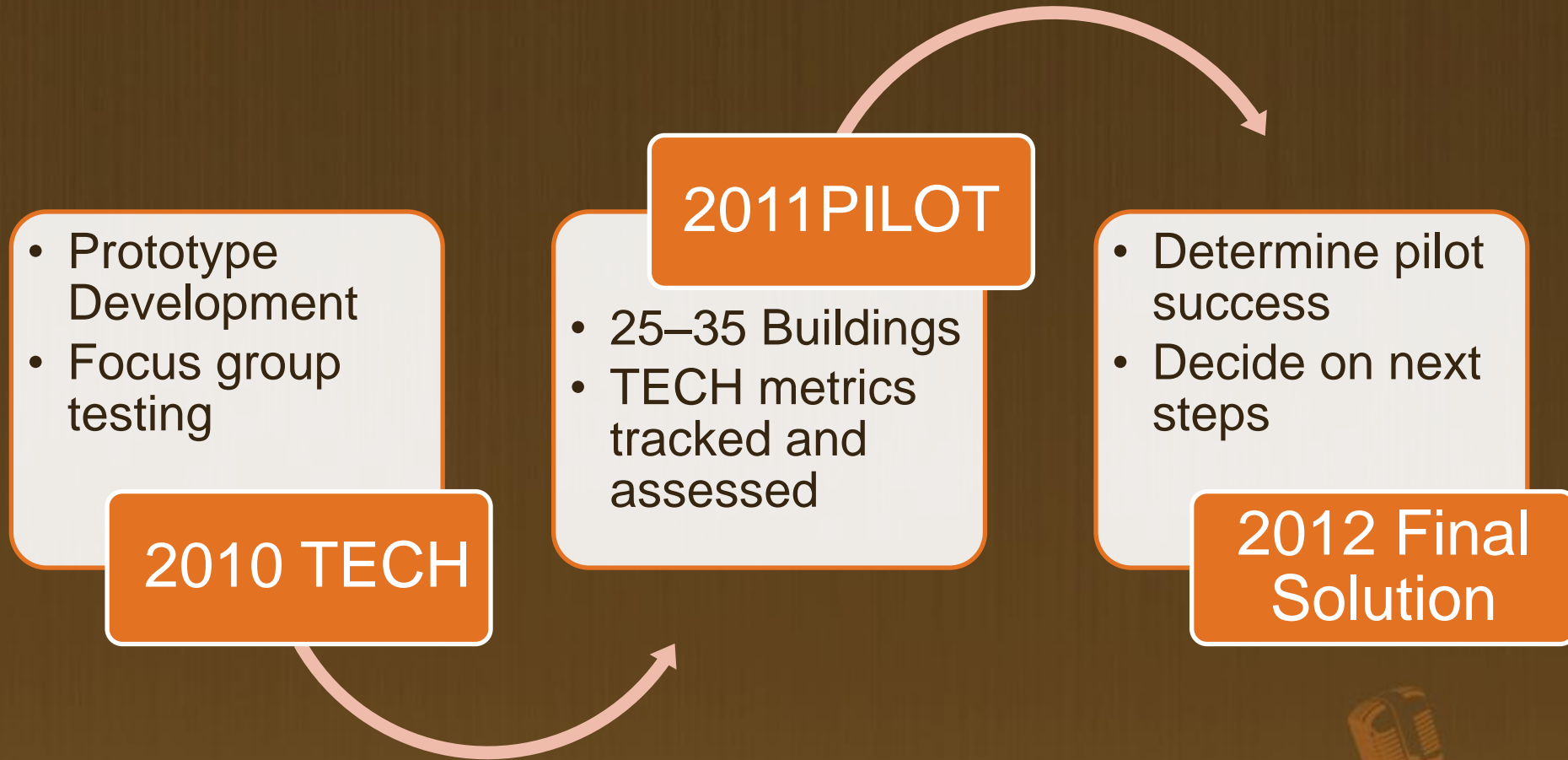
- Reduces work effort for property manager
- Readily available information 24 hours a day
- Education resource for energy, environment & sustainability



Innovation

- Integration with SMART Buildings
- Conference room and amenity management
- Utilizes web-based technologies

TECH History and Future



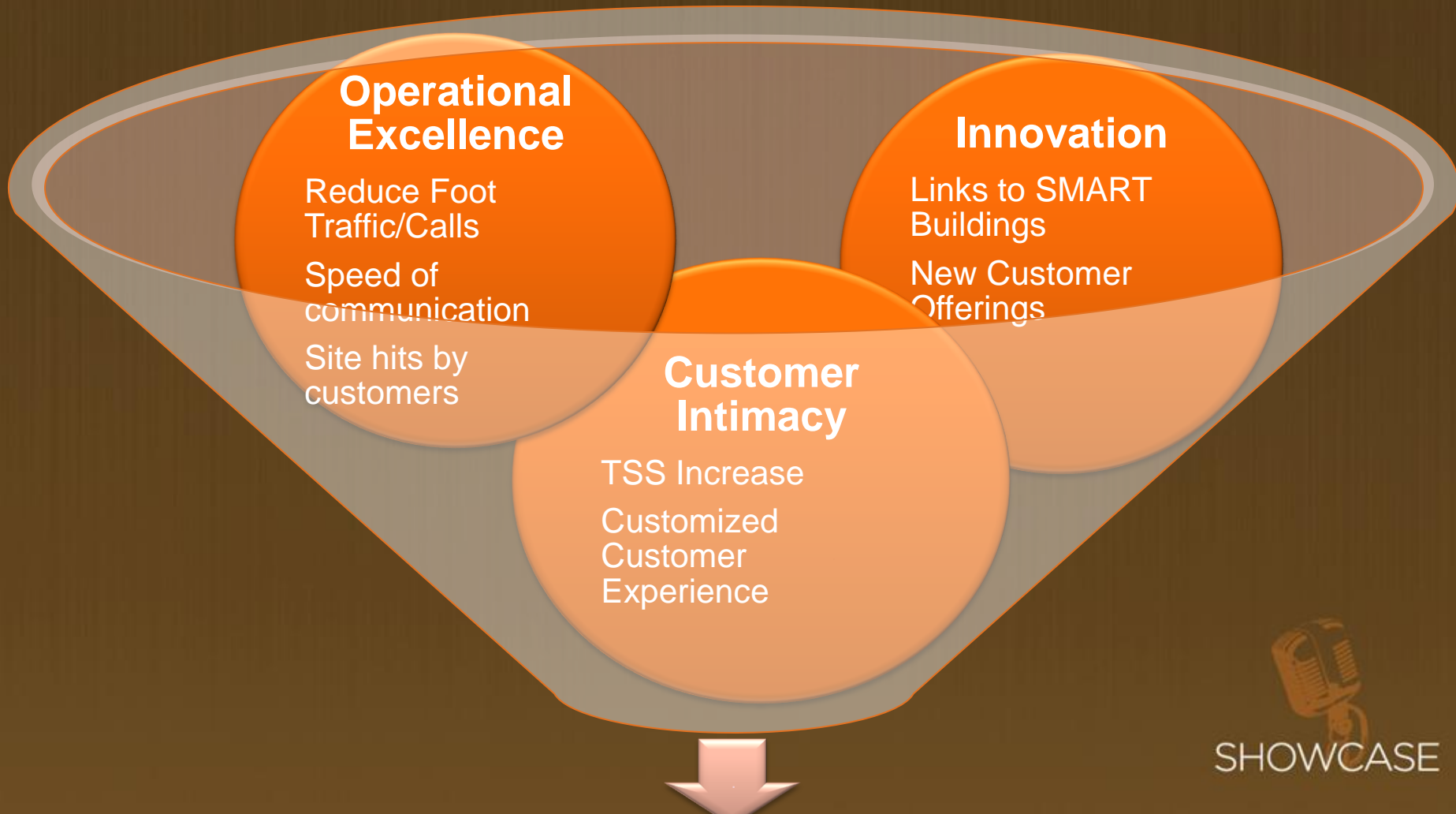
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Why Conduct a Pilot?

- COTS product versus customized solution
- Does concept work in a GSA environment?
- Opportunity to incorporate feedback on product and implementation
- Test application nationwide in a variety of settings



Pilot Project Success Factors



TECH Demonstration



TECH → SMART Buildings

ENERGY DASHBOARD

Cumulative

108250 kWh

Current

750 kWh

Usage

Cost

Baseline

4022 kWh

\$420.00

Actual

3815 kWh

\$390.00

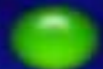
Savings

207 kWh

\$3.00

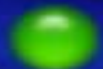
Based on current charge of .10 /KW

Energy Strategies



Temperature Setback

Automatically set based on outside temperature



Dim Lights

Automatically dim all lights by 10%



Sweep Off

Automatically turn off lights based on occupancy



Daylight Harvesting

Automatically raise/lower lights based on sunlight

Savings

\$25.00/ Month

\$10.00/ Day

\$8.00/Day

\$20.00/ Month

Temperature

Indoor

74°



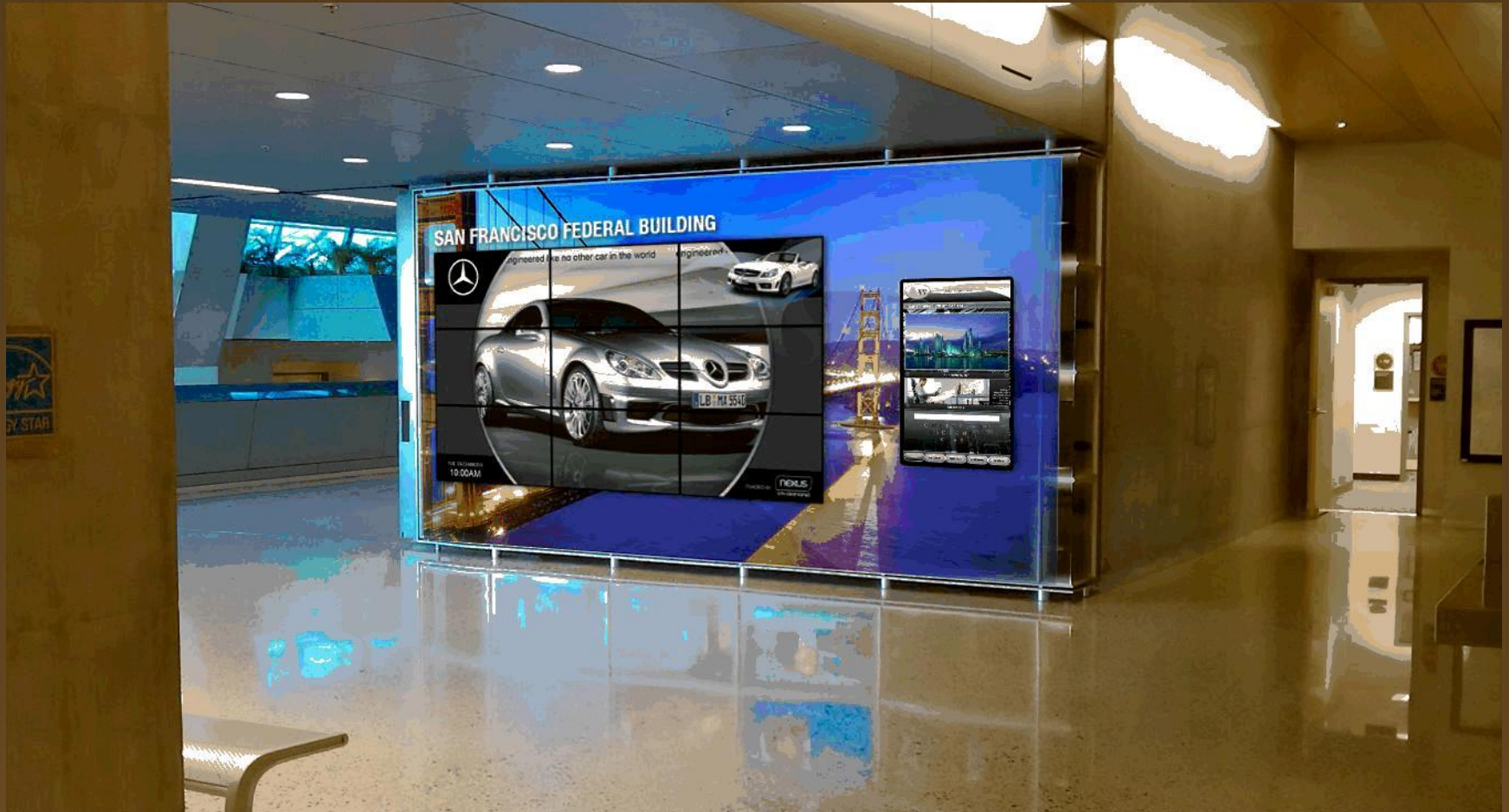
Outdoor

76°



Sunny

TECH = Communication Conduit



SHOWCASE

At Your Tables, Find the Following...

1. Today's Menu
2. Conference Room Scheduler
3. Fitness Center Schedule
4. What can be recycled in the building
5. How to Place a Service Call



SHOWCASE

At Your Tables, Answer the Following Questions....

- Questions:
 1. Given this is a packaged product, what features would you like to see?
 2. What challenges do you see implementing TECH?

